Navigator Organization Grants Fiscal Year 2017
RFP #03410-185-16
Questions and Answers

1) **Is there a threshold for what is considered "low-income" when defining the target population for purposes of the Navigator grant? If so, what income guidelines are used?**

   The generally accepted definition of "low-income" is individuals and families who earn less than twice the Federal Poverty Level (FPL). For 2016, a family of four earning $48,500 or less would be considered low-income. The current FPL and income thresholds for APTC/VPA/CSR can be found here.

2) **Are we supposed to attach the Appendices D, E, and F to our initial application?**

   Please send as separate documents.

3) **It is clear that the 10-page limit includes the cover page and budget. Are the resumes and job description attachments included in the 10-page limit or not?**

   No.

4) **Is there publicly-available data on applications, enrollments, etc. by county?**

   Data can be found by clicking on "April 2016 Health Coverage Dashboard" on VHC's Help Center home page

5) **Is there data by county on predicted need in the coming year?**

   One of the best data resources available online is produced by the Census Bureau, and statistics specific to Vermont, by county, is available using their Community Facts tool, located here.

6) **Will there be a navigator/assistor summit prior to open enrollment where we can share experiences, get on the same page, provide input, etc.?**

   Rather than attempt to put all assisters together for a single day, the Assister Program will be opening up more online resources so that questions can be asked on a public forum and referred to at a later date. These initiatives include:

   - Monthly assister calls with a rotating group of subject matter experts;
   - A closed online forum that will allow all assisters to converse, ask questions, get ideas and give feedback to the Program Manager; and
   - An online knowledgebase with easily accessed documents and policies.

   The next in-person assister summit is likely to occur in Spring 2017.

7) **What will Vermont Health Connect be doing for marketing over the coming year? It will help us by knowing the context in which our local efforts can be most effective.**

   Similar to this past year, VHC plans to use radio, print, and online marketing to ensure that Vermonters know about Open Enrollment and the federal fee for not having health coverage.

VHC will also target current customers to make sure they know to report changes, to improve health insurance literacy and compare plan options, and to take advantage of free preventive care.

8) **Is there a specific budget template/form we need to use in our application?**

No, you must follow the guidelines outlined in Section 7 (Budget) of the RFP. It must include personnel costs and any out-of-pocket costs necessary to meet the scope of services detailed in the RFP and further explained in this Q&A document.

9) **Page 18, section 8 states that we need to provide a list of all contracts and grants we've received from the past five years from State of VT, and implies that this will count towards our 10-page limit. This list alone could be 10 pages. Is this something that is required or can we simply provide our vendor ID # for VHC to cross reference with the State of Vermont's Vision system?**

If there are multiple agreements with the State of Vermont then the bidder may submit a narrative or list of departments that they've held agreements with, how many agreements held with, and their vendor number with the State. For example: "Bidder currently holds 2 agreements with DVHA (#xxxxx and #xxxx) and has held 30 agreements in the past 5 years; 5 current agreements with VDH (#xxxxx, #xxxxx, #xxxxx, #xxxxx, #xxxxx, and #xxxxxx) and 20 agreements within the past five years, etc."

The reason that we cannot use just a vendor number is because grants are not tracked state-wide in VISION, only contracts, so providing the vendor number would not represent a vendor's full breadth agreement history with the State.

10) **Page 11 of the grant references monthly financial reports, and page 13 states that there will be quarterly financial reporting. Is it one or other, or are both required?**

It is both. The selected vendors will be expected to bill monthly, but quarterly financial reporting and true-up for actual expenditures would be expected.

11) **What is the anticipated number of statewide VHC organized meetings/events that will require in-person attendance? This is needed to properly estimate mileage.**

Excluding outreach events or attendance requested at a specific event, there will be at least one Assister Summit during the fiscal year.

12) **What is the anticipated response time from VHC to grantee for programmatic and fiscal inquiries?**

Programmatic inquiries are dependent on the nature of the request. Specific policies requests

13) **How will the results of the proposed annual VHC customer satisfaction surveys be shared back with grantees?**

Any survey results will be shared in the Assister newsletter and discussed on a conference call.

14) On page 11 it states that the Navigator Conflict of Interest Framework is to be completed by successful applicants after selection. On page 23 it states that all conflict of interest documentation must be submitted at the time of proposal. Please clarify.

The Navigator Conflict of Interest Framework is a form that is submitted by successful grantees during the contract phase of the grant. The documentation required at the time of proposal is in relation to the paragraph directly above the request verbiage, which states:

2. Assister and Navigator Organization Conflicts of Interest

2.1. Sub-recipient agrees that during the term of this agreement it and the Assisters employed by it: 2.1.2. Shall disclose to Vermont Health Connect and to customers prior to assistance, any current or former relationships in the last 5 years with any health insurance or stop loss insurer, or subsidiary, or any existing

15) What exact documentation is needed to cover the Navigator Conflict of Interest Framework?

Any documentation requested as part of the Navigator Conflict of Interest Framework is outlined in the document, and a copy of it can be found here.

16) The language in the RFP distinguishes between New Americans, refugees, and immigrants. Which definitions should we use in our grant to distinguish between these three target populations for VHC?

An immigrant is an umbrella term meaning "foreign-born", a New American is an immigrant currently residing in the United States with the intention of completing the citizenship process, a refugee has a federally defined definition of a person who:

- Is located outside of the United States
- Is of special humanitarian concern to the United States
- Demonstrates that they were persecuted or fear persecution due to race, religion, nationality, political opinion, or membership in a particular social group
- Is not firmly resettled in another country
- Is admissible to the United States

17) On page 6 under the Tier I heading, it states "Representatives from Tier II organizations may be asked to serve on a Navigator Program Advisory Committee..." Should this state "Tier I"?

Yes. Both Tier I and Tier II organizations' Navigators may be asked to serve on various advisory committees and/or boards.

18) Page 11 states "both hard copies and electronic copies must be received by 3pm on Friday, June 3, 2016." Are both hard copies and electronic copies required? If so, what is the mailing address for hard copies?

Please submit proposals electronically, via email to Meaghan.Kelley@vermont.gov by deadline specified within the RFP document.

19) Which selection criteria will be used to award this RFP, and what is the weighting of each? (Section 7, Budget, on page 18, includes some criteria…is this just for the budget section, or do the criteria apply to the entirety of the submission?)

The State will be evaluating all required criteria shown within the RFP. The criteria listed within each section is specific to that section (i.e. the requirements listed in Section 7 are applicable to Section 7 only). The weight of the criteria is not being released at this time.

Required Elements of Application

- ☐ Applicant Information
  - Application Cover Page (Appendix A)
    - Provides organization information
    - Clearly identifies funding amount requested
    - Provides contact information
  - Information about all applicant organization locations at which Navigator services will be provided (Appendix B)
  - Partner Organization Information (Appendix C)
- ☐ Proposal Narrative
  - ☐ Target Population(s) and Goals
  - ☐ Outreach and Education
  - ☐ Relationships with Eligible Populations
  - ☐ Management of Navigators
  - ☐ Familiarity with the Health Care System
- ☐ Budget
- ☐ Attachments
  - ☐ Résumés of Navigator and other program staff
  - ☐ Navigator job description

20) Page 16 references Tier III applicant - should this be Tier I or Tier II?

The verbiage should read:

Applicants applying for Tier II shall identify statewide reach and the audience(s) with which the applicant will engage and enroll. Tier II applicants should also describe the organizations' capacity for and expertise in additional promotion, engagement, coordination, and strategic work, as described above.

21) Should renewal applications be counted as new applications in our projected numbers?

For the fiscal year 2017, renewal applications will be established VHC customers who need to renew their Medicaid or QHP coverage, and thus will be counted as follow-up encounters.

22) **Where should we estimate our Follow ups, which include the BCBS/MVP renewals, changes to the existing household, assisting patients with their insurance coverage, getting the Medicaid activated, working on the access to care cases?**

Anything that is not an initial encounter can be listed in the application as “Individual Consultations/Education”. Please expand on this in the narrative, explaining what your largest follow-up type is, how much time is devoted to it, etc.